



FEMA

POSITION TASK BOOK FOR THE POSITION OF

National Qualification System

DONATIONS SPECIALIST

DONATIONS SPECIALIST

1. Competency: Assume position responsibilities

Description: Successfully assume the role of Donations Specialist and initiate position activities at the appropriate time according to the following behaviors.

1a. Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Help identify specifications and secure appropriate locations for operational facilities: <ul style="list-style-type: none"> ● Warehouses, collection centers, distribution centers, mobile distribution, points of distribution, and call centers: <ul style="list-style-type: none"> ○ Location ○ Size and capacity ○ Donated or cost ○ Layout ○ Operational staff needs 	E, F, I, J, T		
2. Support identification of the skill sets needed for leadership positions for collection centers, warehouses, distribution centers, and call centers: <ul style="list-style-type: none"> ● Manager ● Assistant Manager ● Liaison Officer ● Public Information Officer (PIO) ● Facilities Manager ● Safety and Security Officer ● Volunteer Coordinator ● Office Manager ● Floor Manager ● Receiving Manager ● Sorting Manager ● Processing Manager ● Shipping Manager 	E, F, I, J, T		

1b. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
3. Establish and maintain positive interpersonal and interagency working relationships: <ul style="list-style-type: none"> ● Outgoing incident staff or teams ● Local agencies ● Hosting unit ● Policy group ● Call center staff ● Warehouse staff ● Collection center staff ● Distribution center staff ● Mobile distribution staff ● Points of distribution staff ● Public ● Supporting agencies 	E, F, I		

1c. Behavior: Understand and comply with NIMS concepts and principles

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
4. Demonstrate knowledge of donations management structure, principles, and positions: <ul style="list-style-type: none"> • Donations flow structure • Donations receipt, inventory, and distribution forms • Donations recipient case management forms 	E, F, I		
5. Understand scope, roles, responsibilities, jurisdiction, and authority of responding agencies: <ul style="list-style-type: none"> • Emergency Support Function (ESF) supporting agencies • Volunteer Task Force and Donations Coordination Task Force • Voluntary Organizations Active in Disaster (VOAD), national and state levels • Community Organizations Active in Disaster (COAD), local level 	E, F, I		

1d. Behavior: Support organizational structure, reporting procedures, and chain of command of assigned resources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
6. Support Donations Coordination Task Force activities: <ul style="list-style-type: none"> • Help ensure availability of appropriate resources, including equipment, trucks, and consumables (such as boxes, tape, and shrink wrap) for collection, warehouse, and distribution operations • Conduct supporting activities within operational period • Follow protocol for communicating team's daily accomplishments to the Documentation Unit or appropriate personnel • Obtain operational rhythm from supervisor and establish daily briefing/debriefing schedule with assigned personnel • Follow process for resource requests/releases for operational planning purposes • Participate in planning meetings to determine team organization, support tactical assignments, ensure resource support and coordination needs, and identify other considerations for the next operational period 	E, F, I		

2. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

2a. Behavior: Ensure the exchange of relevant information during briefings and debriefings

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
7. Attend daily Volunteer Task Force and Donations Coordination Task Forces briefings: <ul style="list-style-type: none"> ● Receive priorities, goals, and objectives ● Communicate accomplishments, concerns, or conflicts ● Develop team plan based on priorities, goals, and objectives 	E, F, I		
8. Attend leading agency official meetings, Command and General Staff meetings, and other staff meetings and briefings as the supervisor outlines and share pertinent information that may affect the team's management of the incident: <ul style="list-style-type: none"> ● Present: <ul style="list-style-type: none"> ○ Changes to the Donations Management Plan ○ Current conditions, team priorities, and special considerations ○ Team-specific information and instructions ○ Special health and safety issues ○ Situational assessment ● Receive priorities, goals, and objectives 	E, F, I		
9. Support the efficient sharing of all relevant information between incident command staff and all branches of donations operations staffing: <ul style="list-style-type: none"> ● Donations still needed or not needed ● Inbound donations ● Volunteer needs ● Inventory ● Warehouse status ● Collection center status ● Distribution network status ● Call center status 	E, F, I, T		

2b. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
10. Ensure the proper tracking, documentation, and reporting of volunteer hours.	E, F, I		
11. Support the creation, with Authority Having Jurisdiction (AHJ), of a vetted list of approved agencies or organizations for a distribution network.	E, F, I		
12. Support the development of an inventory of warehoused donated goods with disposition to appropriate agencies and authorities.	E, F, I		
13. Use appropriate software to report, receive, inventory, and track donations.	E, F, I		

2c. Behavior: Communicate incident priorities and operations

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
14. Coordinate with PIO/External Affairs and call centers to ensure appropriate and timely communication of donation needs and responsible donating practices: <ul style="list-style-type: none"> ● Reference FEMA L-217, When Disaster Strikes... How to Donate or Volunteer Successfully! 	E, F, I, T		
15. Monitor and report flow of inbound donations.	E, F, I		

2d. Behavior: Behavior: Develop and implement plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
16. Help develop a scalable strategy for donations operations: <ul style="list-style-type: none"> ● Open/close collections and call centers ● Increase/decrease warehouse space ● Increase/decrease distribution operations ● Increase/decrease staffing 	C, E, F, I, J, T		
17. Implement or assist in the development of existing plans or policies that address: <ul style="list-style-type: none"> ● Monetary donations ● Unsolicited donations ● Corporate donations ● International donations ● Donated services ● In-kind donations 	C, E, F, I, J, T		
18. Participate in preparation of Donations Management Plan, planning meeting, or strategic plan for the next operational period: <ul style="list-style-type: none"> ● Update team on current situation ● Help set priorities for next operational period ● Determine tasks and work assignments for next operational period(s) ● Advise on current capabilities and limitations ● Determine resource needs or excess 	E, F, I		

3. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

3a. Behavior: Support the actions of the Donated Goods Warehouse Management Team and Volunteer and Donations Coordination Task Forces

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
19. Assist in securing appropriate multiagency warehouse location(s) with appropriate capacity, if necessary.	E, F, I		
20. Follow all AHJ purchasing, accounting, and cost control procedures.	E, F, I		
21. Secure infrastructure needs for multiagency warehouse, collection, distribution, and call center operations.	E, F, I		
22. Secure volunteer support for all operations.	E, F, I		
23. Support facility activation: <ul style="list-style-type: none"> • Collection centers/sites • Warehouses • Distribution centers • Mobile distribution services • Points of distribution • Call centers 	E, F, I		
24. Support the execution of all standing local Memorandums of Understanding (MOU), agreements, and contracts, as directed.	E, F, I		
25. Support the identification of appropriate locations for call centers, collection centers, mobile distribution, and points of distribution operations.	E, F, I		
26. Support the inflow of donations under the authority of the AHJ: <ul style="list-style-type: none"> • Unsolicited • Solicited • Cash • Services • In-kind 	E, F, I		

3b. Behavior: Transfer position duties while ensuring continuity of authority and knowledge and while taking into account the increasing or decreasing incident complexity

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
27. Support the coordination of an efficient process to mobilize and demobilize collection sites, distribution sites, multiagency warehouses, and call centers: <ul style="list-style-type: none"> • Identify local agency resources to continue donations services, including long-term recovery committees • Establish network for multiagency warehouse transfer, if necessary 	C, E, F, I, J, T		

4. Competency: Lead assigned personnel

Description: Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

4a. Behavior: Coordinate interdependent activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
28. Coordinate with local entities: <ul style="list-style-type: none"> ● Emergency management ● VOAD ● COAD ● Faith-based and community-based groups ● Chambers of commerce, business executives, and private sector 	E, F, I		
29. Offer logistical support to all donation operations, including warehousing, collections, distribution, and call centers: <ul style="list-style-type: none"> ● Transportation needs ● Securing of facilities, equipment, and supplies 	E, F, I, J, T		
30. Support coordinating the disposition of unusable donated items: <ul style="list-style-type: none"> ● Trash service ● Recycling company ● Organizational partners having operations that may use donated goods 	E, F, I, T		
31. Support the integration of all identified Donations Coordination Task Force and volunteer management partners into operations based on their capabilities and capacities: <ul style="list-style-type: none"> ● Affiliated national and state VOAD organizations with local chapters/entities ● Unaffiliated local organizations/agencies 	E, F, I, J, T		